October 2000

Subject: Renewal Applications for Windows 2001 - 2002, Version 1.0

We are pleased to announce the availability of a new stand-alone software product, Renewal Applications for Windows 2001-2002, Version 1.0.

Why You Should Use This Software

Renewal Applications for Windows is designed to assist schools in:

- Importing and printing paper Renewal FAFSAs and other reports based on information contained in RAD data files (RADD02OP) and

- Importing, printing, and interpreting RAD request error files (EREP02OP).

You can also submit Type 2 (By SSN) Renewal Application Destination (RAD) data requests for the 2001-2002 processing cycle to the Central Processing System (CPS). However, due to software development time constraints, the Renewal Applications for Windows 2001-2002 software does not contain an external add function. We plan to include the external add functionality in the 2002-2003 software.

Note: If you wish to submit a Type 1 (all records for a destination point), Type 3 (all records for particular institutions), or Type 4 (all records by college grade level) request, you **must** continue to use On-Line Query. Type 2 Requests can still be made through On-Line Query or by using Renewal Applications for Windows 2001-2002.

What This Letter Contains

This letter describes the software's purpose and introduces its components, including:

- Schedule for Renewal Applications,
- Overview of the Renewal Application process,
- Functions of Renewal Applications for Windows,
- Checklist for using Renewal Applications for Windows,
- Instructions on how to download and install the software, and
- Reminder to back up and optimize your database.

How to Obtain the Software and Documentation

Renewal Applications for Windows 2001-2002, Version 1.0, is distributed via the Internet. You can download the software and the related user documentation from the SFAdownload Web site, **http://SFAdownload.ed.gov**

Instructions for downloading the software and documentation from the Internet are included in the section "Downloading Renewal Applications for Windows 2001-2002 from the Web" and in the "Downloading the Software/Paper Documentation" section of the *Renewal Applications for Windows Installation Guide*.

If you do not have access to the Internet or you do have FTP download rights and still cannot open the SFAdownload Web site, call TIVWAN Customer Service to request diskettes.

If You Need Further Information

The EDExpress Customer Service staff of the Central Processing System (CPS) can handle all of your Renewal Applications for Windows 2001-2002 questions regarding:

- Installation issues,
- Software problem resolution,
- Software functionality, and
- Technical assistance.

You can reach them Monday through Friday, 7 a.m.–7 p.m. (CT), at **800/330-5947**. You can also e-mail inquiries, comments, or suggestions 24 hours a day to **CPS@NCS.COM** and a representative will respond within 24 hours.

If you have access to the Internet and cannot open the SFAdownload Web site, call your technical support staff to ensure you have full FTP download rights.

If you do not have access to the Internet, or you need assistance connecting to the SFAdownload Web site or downloading Renewal Applications for Windows 2001-2002, call Title IV WAN Customer Service at 800/615-1189 or e-mail them at **T4WAN@NCS.COM** to request diskettes.

If you have SFA technical support questions and subscribe to SFATECH, post an e-mail on the SFATECH listserv, **http://www.ed.gov/offices/OSFAP/sfatech/listserv.html**

CPS Customer Service

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What Is the CPS Renewal Application Schedule

Schools begin submitting RAD requests	October 2, 2000
CPS processes RAD requests daily	October 9-27, 2000
Renewal Applications for Windows 2001-2002, Version 1.0, available on SFAdownload Web site	October 13, 2000
Last day for schools to submit RAD requests *	October 27, 2000
CPS prints and mails EDE-requested paper Renewal FAFSAs (in bulk) to schools	November 2-10, 2000
CPS prints and mails non-EDE requested paper Renewal FAFSAs directly to students	November 13 - December 29, 2000
CPS prints and mails PIN mailers directly to students	November 13 - December 29, 2000

* You can begin submitting 2001-2002 RAD requests on October 2, 2000, but CPS will not begin processing requests daily until October 9, 2000. Your RAD request file must be transmitted and completely received by CPS no later than 5 p.m. (CT) October 27, 2000.

What Is the Renewal Application Process

The Renewal Application process consists of four steps:

1. Schools request Renewal FAFSAs or PINS for their students.
2. CPS or schools print and distribute Renewal FAFSAs to students.
3. Students receive their Renewal FAFSAs or PINs.
4. Students file their Renewal FAFSAs.

How Can Schools Request Renewal FAFSAs or PINs to Be Mailed to Students

To create a Type 2 RAD request file using Renewal Applications for Windows 2001-2002, Version 1.0, you use the software's Export function. On the Type 2 RAD Request export screen you must designate:

1. The six-digit Federal School Code (or Institution Code) and TG# of the school for which you are making the request,

2. Whether you wish to receive the electronic RAD data file (RADD02OP), and

3. The print/mailing options you want.

Progressive screens during the export process:

- Allow you to verify or modify the address you want the printed Renewal FAFSA materials mailed to (if applicable), and

- Prompt you to manually enter the 2000-2001 student identifier (Original Social Security Number and first two letters of the last name) for the specific students for whom you are submitting your RAD request.

Schools submitting a Type 2 RAD request have the options of requesting:

- ONLY the electronic RAD data file (RADD02OP), importing this file into Renewal Applications for Windows 2001-2002, Version 1.0, then printing and distributing the Renewal FAFSAs (and any other materials) to their students.

  Note: Schools who select the "School Print" option are also obligated to perform data entry for their students on the completed 2001-2002 Renewal FAFSAs and submit this data to the CPS for processing. Renewal FAFSAs printed by schools will not be processed, if received, by FAFSA processors.

- "CPS print" to have CPS print the Renewal FAFSAs the school requests, which will then be bulk mailed to the address the school designates in its request. The school must distribute the Renewal FAFSAs to the students (but are not obligated to perform data entry on the completed forms).

- CPS to send Renewal FAFSA on the Web PIN Mailers to all students who listed the requesting site's Federal School Code on their 2000-2001 FAFSA or SAR transaction.

Which Students Are Eligible to Receive Renewal FAFSAs

A student is eligible to file a 2001-2002 Renewal FAFSA if they have a 2000-2001 ISIR transaction that meets the following criteria:

- The transaction has a deliverable address within the U.S. territories;
- The transaction does not have a duplicate current SSN;
- The transaction does not contain an NSLDS match flag indicating the student is in default or owes an overpayment on a Title IV grant or loan; and
- The student is not on the Drug Abuse and/or Verification Hold file.

The CPS will select the HIGHEST 2000-2001 ISIR transaction that meets the above criteria and add it to the 2001-2002 Renewal FAFSA database.

Which Students Can Be Issued PINs

CPS automatically mails PINs instead of paper Renewal FAFSAs to students who in 2000-2001:

- Filed web applications or corrections,
- Indicated on their FAFSAs they were a fifth year undergraduate, or
- Indicated on their FAFSAs they were graduate students.

How Do Students Get Their Renewal FAFSAs

There are several methods for delivering Renewal FAFSAs to students who are eligible to participate in the Renewal Application process.

- A school submits a RAD request indicating "CPS Print," in which case CPS will bulk mail paper Renewal FAFSAs to the school. The school then distributes them to their students.
- A school submits a RAD request indicating "School Print," in which case CPS sends the school an electronic RAD data file (RADD02OP). The school uses the RADD file to print and distribute paper Renewal FAFSAs to its students (with the obligation of performing data entry on the completed forms later and submitting the 2001-2002 data back to the CPS).
- The CPS prints and mails paper Renewal FAFSAs to those students who have not been specifically requested by any school in a successfully processed 2001-2002 RAD request.
- Students can access their Renewal FAFSAs on the Web with the PINs sent by CPS.

How Do Students Get Their PINs

Beginning with the 2001-2002 processing cycle, the CPS will automatically send PIN mailers, instead of paper FAFSAs, to students who made corrections to their 2000-2001 applications using the Corrections on the Web site or who indicated they were a fifth year undergraduate student or graduate student. CPS will also send PIN mailers to students if requested by a school through the Renewal Application process. Students can use the PIN to access Renewal FAFSA on the Web, reapply for financial aid, and sign their 2001-2002 Renewal FAFSA on the Web online.

What Are the Functions of Renewal Applications for Windows

Renewal Applications for Windows 2001-2002, Version 1.0, offers the following functionality:

- Entry and Export of a properly formatted Type 2 RAD request file.
- Import of the electronic RAD data file (RADD02OP).
- Print paper Renewal FAFSAs to distribute to your students using imported RAD data.
- Print reports based on imported RAD data.
- Import RAD request error files (EREP02OP) and use import reports to troubleshoot reject reason(s).

How Do You Use Renewal Applications for Windows 2001-2002

The following is a simplified overview of the steps required to complete the Renewal Application process using Renewal Applications for Windows 2001-2002, as well as the software you use to maintain your student database.

This checklist assumes that you request your 2001-2002 RAD data before October 27, 2000, and that you use Renewal Applications for Windows 2001-2002 to import the RAD data file you receive.

Step One: Install and Set Up Renewal Applications for Windows for 2001-2002

Download Renewal Applications for Windows 2001-2002 from the SFAdownload Web site and install it on your PC system. You can find the downloading instructions in this letter and in the "Downloading the Software/Paper Documentation" section of the *Renewal Applications for Windows 2001-2002 Installation Guide.*

The software is installed in the default directory of C:\Program Files\EDESuite\Renewal Applications for Windows 2001-2002.

Step Two: Enter and Submit your Type 2 RAD Request

Use the Export functionality (File | Export | Type 2 RAD Request) if you wish to submit a Type 2 RAD request.

> *Reminder*: Renewal Applications for Windows 2001-2002, Version 1.0, can be used to submit **Type 2** RAD requests only. If you wish to file a Type 1 (All Records for Destination Point), Type 3 (All Records for Specific Institution), or Type 4 (All Records for Specific College Grade Level) RAD request, you **must** use On-Line Query. For further details on how to use On-Line Query to submit your 2001-2002 RAD request, please review 2001-2002 Action Letter #2 on ED's IFAP Web site.

Export types available in Renewal Applications for Windows 2001-2002, Version 1.0, include:

- Type 2 RAD Requests
- Regenerate Type 2 RAD Requests (for Type 2 batches previously entered and exported using the current Renewal Applications for Windows 2001-2002, Version 1.0, database)

On the Type 2 RAD Request Export screen,

1. Choose from the following options on the Print Indicator field:

   - *CPS Print.* CPS prints and sends in bulk paper Renewal FAFSAs to the school for distribution.

   - *School Print.* CPS sends the school an electronic RAD data file (RADD02OP) only. The school imports this file into Renewal Applications for Windows 2001-2002, Version 1.0, and then prints and distributes the paper Renewal FAFSAs to their students. The school is also responsible for submitting completed 2001-2002 Renewal FAFSA data to the CPS.

   - *PIN Mailer*: CPS prints and sends PIN mailers directly to students.

2. Indicate if you wish to receive an electronic RAD data file (RADD02OP) by marking (or not marking) the checkbox "Do you want an electronic RAD file?"

   - If you choose "School Print" for your Print Indicator, you need the electronic RAD file to populate data for the Renewal FAFSAs you print; this field will be automatically populated and will be grayed out on the screen when the school print option is selected.

     Note: If you indicate you do not want an electronic RAD file, and your RAD request is successfully processed, you CANNOT request the electronic file later in the process.

   - If you choose "CPS Print" for your Print Indicator, you are taken to an Address screen when you click OK on the initial Export screen. The Address screen will display the address on file for the Federal School Code you enter on the initial export

screen. Verify that this is the address where you want all printed Renewal FAFSAs and other materials mailed for the request. This information can be modified.

3. Clicking "Next" (or OK on the initial export screen, if you choose "School Print" or "PIN Mailer" for your Print Indicator) will take you to a grid where you can enter the student identifier (Original Social Security Number and first two letters of the last name) for the students you wish to request. When your entry is competed, click "OK" to complete the export.

Step Three: Transmit your RADD02IN File to CPS using EDconn32

Once you have exported your Type 2 RAD request file (RADD02IN), format and transmit the batch to the CPS for processing using your EDconn32 software.

Step Four: Import Processed RAD Data File (RADD02OP) or RAD Request Error File (EREP02OP) into your Renewal Applications for Windows Student Database

After CPS processes your Type 2 RAD request, you will receive a processed RAD data file (RADD02OP) or a RAD request error file (EREP02OP), or both (if some records in your batch were accepted and others were rejected). These batches will be sent via the Student Aid Internet Gateway (SAIG). Download these files to your data directory using EDconn32.

An import report is generated when you import any EREP02OP files. It will assist you in determining why CPS rejected your entire batch or records within the batch.

You can import RAD Data files (RADD02OP) to generate various reports on the data processed as a result of RAD requests, you submit using Renewal Applications for Windows 2001-2002, Version 1.0, or the other request methods available to you.

> **Note:** You must also import the RADD02OP file(s) you receive into 2001-2002 EDExpress (available in December 2000), or the mainframe or third-party software system if you plan to submit updated Renewal FAFSA data to the CPS.

Step Five: Print the Renewal FAFSAs and Reports (optional)

If you elected the "School Print" choice for your Print Indicator, you can use Renewal Applications for Windows 2001-2002, Version 1.0, to print Renewal FAFSAs for students once you have imported a RAD data file (RADD02OP). You can print Renewal FAFSAs in single or multiple mode via File | Print. You must enter your Federal School Code and school name prior to printing.

In addition to Renewal FAFSAs, you can use Renewal Applications for Windows to print the following types of reports:

- List - Renewal Application Data (must have imported RADD02OP)

- List - Renewal Application Requests Entered (must have entered Type 2 RAD request)

- Record Layout - Renewal Application Data

- Record Layout - Type 2 RAD Request/Error

- Record Layout - Address 1

- Record Layout - Address 2

Renewal Applications for Windows Supports These Printers

We tested the following printers that are Windows NT 4.0, Windows 95, Windows 98, and Windows 2000 compatible:

- HP LaserJet III si
- HP LaserJet 4
- HP LaserJet 4000N
- HP LaserJet 4M

- HP LaserJet 4M Plus
- HP LaserJet 4 si
- HP LaserJet 5M
- HP LaserJet 5 si

- HP LaserJet 5 si MX
- HP LaserJet 6 MP
- HP LaserJet 8000N

Renewal Applications for Windows Benchmarking Results

The following are the benchmarking results for Renewal Applications for Windows 2001-2002. The process was tested during normal working hours using different operating systems and PC platforms. For the network tests, the Renewal Applications for Windows software was on the workstation and the database was on the server. The server used is a production server with approximately 200 simultaneous users. The Time Elapsed column indicates the measurement of time starting when the user clicks OK in the Import dialog box and the import process begins.

Component	Operating System	Benchmarking Volume	Time Elapsed
Renewal FAFSA	Win NT 4.0	2 records/10 pages	1 second
	Windows 95	2 records/10 pages	1 second
	Windows 98	2 records/10 pages	1 second
	Windows 2000	2 records/10 pages	1 second
List-Renewal App Data	Win NT 4.0	100 students/5 pages	1 second
	Windows 95	100 students/5 pages	1 second
	Windows 98	100 students/5 pages	1 second
	Windows 2000	100 students/5 pages	1 second

We also tested printing 100 Renewal FAFSAs (100 FAFSAs/5 pages, totaling 500 pages) on this same PC. This took 53 seconds from the time the "Print" button was clicked until the Windows print dialog appeared.

Notes on Conducting Your Printing Tasks

- When you print Renewal FAFSAs, the amount of memory in your PC determines the number of Renewal FAFSAs you can print or view on the screen at one time.

- If you have a large file, you can apply selection criteria to your print jobs to avoid printing large quantities at a time. If the RADD02OP file that you receive from CPS contains more than 1000 records, consider using selection criteria to print out the Renewal FAFSAs. Using either Social Security ranges or last name ranges will help make the print process go faster.

- If you have a large file, you can also print to a file and then use another software package to print the Renewal FAFSAs.

Downloading Renewal Applications for Windows 2001-2002 from the Web

Renewal Applications for Windows 2001-2002 software and documentation are distributed via the Internet using the Student Financial Assistance (SFA) Download Web site, **http://SFAdownload.ed.gov**

If you do not have access to the Internet, or you have trouble opening the SFAdownload Web site to download the Renewal Applications for Windows 2001-2002 software, call TIVWAN Customer Service to request diskettes.

> **Note:** Some organizations restrict their users from downloading from FTP sites. If you have trouble downloading, try again later. If you are still unable to download, contact your technical support staff to ensure you have full FTP download rights.

Renewal Applications for Windows 2001-2002 is available on the SFAdownload Web site in two formats. You can download the entire software in one file or in separate installments, which can then be copied to a network drive or diskettes.

Download the Software as One File

1. Go to the URL field located at the top of your browser's screen and type the SFAdownload Web site address: **http://SFAdownload.ed.gov**

2. Follow the instructions provided and click the **Continue** button. You will be taken to a "Privacy on Our Web Sites" Web page.

3. Click on any of the links (or scroll down) to read information about Non-personal Information, Information from E-mails, Information collected from interactive forms, or Privacy of other records.

4. Click the **Continue** button to access the Web site containing the software you want to download. A brief description of the software is provided.

5. Click **Renewal Applications for Windows 2001-2002** to the left of this description. You will be taken to the downloading site. Technical support for this site is provided via phone and e-mail.

6. Click the **Full Download** link to download the program that allows you to do the full installment. A **Save As…** dialog box will appear.

7. Choose the location on your hard disk to save the file (Renewal10.exe), then press the **Save** button. The length of time it takes to download the software depends largely on the speed of your Internet connection. See "Installing Renewal Applications for Windows 2001-2002 on Your Hard Drive" for additional instructions.

Download the Software in Separate Installments

1. Go to the URL field located at the top of your browser's screen and type the SFAdownload Web site address: **http://SFAdownload.ed.gov**

2. Follow the instructions provided and click the **Continue** button. You will be taken to a "Privacy on Our Web Sites" Web page.

3. Click on any of the links (or scroll down) to read information about Non-personal Information, Information from E-mails, Information collected from interactive forms, or Privacy of other records.

4. Click the **Continue** button to access the Web site containing the software you want to download. A brief description of the software is provided.

5. Click **Renewal Applications for Windows 2001-2002** to the left of this description. You will be taken to the downloading site. Technical support for this site is provided via phone and e-mail.

6. Click **Disk 1** to download only Disk 1's data. A **Save As…** dialog box will appear.

7. Choose the location on your hard drive to save the file. Click **Save**. The length of time it takes to download the software depends largely on the speed of your Internet connection.

8. Click Disk 2 to download only Disk 2's data. When the Save As… dialog box appears again, make sure you are saving Disk 2's data to the same location as you saved Disk 1's data.

9. Click on each of the succeeding disks until all of them have been saved to the same location on your hard disk.

10. Once the software disk files are downloaded to your hard disk, go to that location, double-click on **Disk1.exe,** and unpack it to the same folder where the other disks were downloaded. Disk 1 is a self-extracting zip file. Then double-click on **Setup.exe** to install the software. See "Installing Renewal Applications for Windows 2001-2002 on Your Hard Drive" for additional instructions.

Download the Paper Documentation from the Web

You can download the paper documentation from the Internet in both Adobe PDF and Microsoft Word format. The following types of paper documentation are available to download for Renewal Applications for Windows:

- Installation Guide
- Cover Letter

Each document has the date it was posted, file size, and approximate download time. However, the length of time it takes to download a paper document depends on the speed of your Internet connection.

To download paper documentation:

1. Go to the URL field located at the top of your browser's screen and type the SFAdownload Web site address: **http://SFAdownload.ed.gov**

2. Follow the instructions provided and click the **Continue** button. You are taken to a "Privacy on Our Web Sites" Web page.

3. Click on any of the links (or scroll down) to read information about Non-personal Information, Information from E-mails, Information collected from interactive forms, or Privacy of other records.

4. Click the **Continue** button to access the Web site containing the document(s) you want to download. A brief description of the documentation's software is provided.

5. Click **Renewal Applications for Windows 2001-2002** to the left of this description. You will be taken to the downloading site. Technical support for this site is provided via phone and e-mail.

6. Click on the type of documentation you want to download.

   - If you select an Adobe PDF formatted file, click **File**, **Save As** from the menu bar, select a location on your hard disk, and then click the **Save** button to save the file.

   - If you select a Microsoft Word formatted file, a dialog box will appear. Click on **Save it to disk**, choose a location to save the file and press the **Save** button.

7. For either type of file, the Web site is designed to give it a default name; however, you may choose another name for the file.

8. Once the paper document has been downloaded on your hard disk, go to that location and double-click on the file to open and/or print it.

Installing Renewal Applications for Windows 2001-2002 on Your Hard Drive

Downloading the software from the SFAdownload Web site does not install it. Once you have downloaded the software to your network or hard drive, you must first unpack it and then install it.

1. Once the software installation file (Renewal10.exe) is downloaded to your hard disk, go to the location of the downloaded file.

2. Double-click on the file to open and/or install it. The first question will ask where you want to unpack the files. The software offers the c:\temp or c:\windows\temp directory (this is not where the software is installed, but where the installation files are unpacked). Accept the default. Once you click "finish," you are prompted to choose the install location.

3. Renewal Applications for Windows 2001-2002 prompts you with a series of questions during the installation. These questions verify the location of the software on your hard drive and each question has a default answer. The software is installed to the default directory C:\Program Files\ EDESuite\ Renewal Applications for Windows 2001-2002, unless you choose another location.

4. If the default answer is correct, click **Next** to go to the next screen.

5. You can change the default answer, if you wish. If you do, make sure you remember the directory where the software is located.

6. Continue this process until you reach the last installation screen, which prompts you to click the **Finish** button.

7. You must shut down and restart your computer for the installation process to be complete.

Install Renewal Applications for Windows 2001-2002 from Diskettes

The primary method for installing the software on your computers is by downloading it from the SFAdownload Web site. If that method is unavailable to you, call TIVWAN Customer Service and request diskettes.

Installing Renewal Applications for Windows 2001-2002 from Diskettes to a Single-User Computer

1. Turn on your computer and start Microsoft Windows.

2. Close all Windows applications, including screensavers, e-mail notifiers, etc.

3. Insert Diskette #1 in the A: drive.

4. Select **Start** from the Task bar.

5. Select **Run** from the Start pop-up menu.

6. Type **a:\setup** at the Open entry field and click **OK**. The software is installed to the default directory C:\Program Files\ EDESuite\ Renewal Applications for Windows 2001-2002, unless you choose another location.

7. When prompted, insert diskettes in numerical order and click **OK**.

8. Renewal Applications for Windows 2001-2002 prompts you with a series of questions during the installation. Each question has a default answer.

9. If the default is correct, click **Next** in response to each question.

10. If the default is not correct, select the correct answer and click **Next**.

11. When the installation program is finished installing the files, it updates your Start menu.

12. You must restart your computer to complete the installation and to begin using Renewal Applications.

Installing Renewal Applications for Windows 2001-2002 on a Local Area Network

When you perform a network/workstation installation, the program installs Renewal Applications program files to a workstation's local hard drive and the Renewal Applications database is stored on your network. This method improves the speed and performance of the software while making the database available to more than one PC.

1. First, use the Network Server installation option to install the Renewal Applications database, but not the Renewal Applications program files, on the file server.

2. Enter the Network server location where you want to install Renewal Applications database files. Type the path or click the **Browse** button**.**

3. Follow the prompts provided by the Setup program.

4. Then, do *Full* Network Workstation installations on *all* workstations which need access to the Renewal Applications for Windows 2001-2002 software. Choose the Network Workstation installation option, then select **Full**. The Full option installs the executable file and all other program files in the local hard drive directory.

5. Enter the Network Server location of the database installed during the Network Server installation (see step 2).

For further information regarding the Renewal Applications for Windows 2001-2002 installation process, consult the *Renewal Applications for Windows 2001-2002 Installation Guide*. If you have questions, call CPS Customer Service.

Reminders

Optimize Your Database by Using Software Utilities

The Repair Database and Compact Database utilities can ensure smooth system performance and prevent problems with your database structure. To initiate the Repair and Compact utilities, run the file RepairCompactResetPW.exe (which is loaded during a standalone or network workstation installation to the default directory of C:\Program Files\EDESuite\Renewal Applications for Windows 2001-2002) using Windows Explorer, File Manager, My Computer, or via Start | Run.

We recommend that you repair and compact your database once a week. Once all are successful, back up the database.

Run the database utilities in the following order:

- Repair Database
- Compact Database

For specific information regarding repair and compact, see the appropriate section.

You can also run the Repair Database and Compact Database utilities from outside EDESuite. For step-by-step instructions, ask your technical support staff or call CPS Customer Service for assistance.

Run the Repair Database Utility

The Repair Database utility repairs a corrupted database structure. Your database may become corrupted if Renewal Applications for Windows is interrupted unexpectedly by a power outage, a LAN failure, or other problems, while it is updating records.

Renewal Applications for Windows 2001-2002 may not detect database corruption, so if your system behaves unpredictably (for example, you start getting database error messages), use the Repair Database utility.

Running this utility weekly helps to prevent database problems.

> **Warning**: Before using this utility, be sure you have space on your hard drive that is at least equal to three times the current size of the database.

You can also run the Repair Database utility from outside EDESuite. For step-by-step instructions, ask your technical support staff or call CPS Customer Service for assistance.

Improve Performance by Using the Compact Database Utility

The Compact Database utility makes a new, organized copy of the Renewal Applications for Windows database. As you work with records in the Renewal Applications for Windows database, you're adding, changing, and deleting data. This causes the database file to become fragmented. Compacting the database makes the database smaller and improves system performance.

Running this utility weekly makes the database files smaller and improves system performance.

>   **Warning**: Before using this utility, be sure you have hard drive space available at least equal to three times the current size of the database.

You can also run the Compact Database utility from outside EDESuite. For step-by-step instructions, ask your technical support staff or call CPS Customer Service for assistance.

Back Up Your Database Weekly

You should back up your Renewal Applications for Windows 2001-2002 database file, Renew12.mdb, regularly so you don't lose your data. We recommend that you back up your files at least weekly. You should also back up your data before and after you run utilities as a precautionary measure.

Renewal Applications for Windows 2001-2002 does not include a backup utility. You must use your own backup software. You should test your backup software to verify its reliability to successfully restore your backups.